

### 👉 Heather Glen Newsletter - September 6, 2024 👈

1 message

AAM, LLC Community Manager <euzmack@aam.ccsend.com> Reply-To: euzmack@associatedasset.com To: paul@smbtactics.com Fri, Sep 6, 2024 at 6:00 PM

Heather Glen

HEATHER

GLEN

EST. 2020

Weekly e-Newsletter September 6, 2024 Office Hours for the week of September 9 Monday thru Thursday

office

HOURS

<u>Appointments ONLY from 10:00 am until noon</u> <u>Walk-ins from 1:00 pm until 3:00 pm</u>

To make an appointment reach out to Elise Uzmack, <u>euzmack@associatedasset.com</u>

There will be various times that the manager will be in meetings or out of the office on property. Please make an appointment whenever possible.

If your schedule does not allow for flexibility, please reach out to schedule an appointment with Elise Uzmack, <u>euzmack@associatedasset.com</u>

### Thank you!



- September 14- HG Goes to...Barefoot Landing. Get there around 6:00 pm and explore. There will be Oktoberfest activities happening at Crooked Hammock Brewery.
- September 18-Grounds Committee Community Meeting with special guest Lake Doctors. 6:30 pm in the Clubhouse.
- **September 25**-Vaccines at the Clubhouse (more info in the flyer below)
- September 30-Master Gardener Event (more info in flyer below)
- October 6-Hickory Tavern. Wear your favorite NFL jersey and grab some good food. Time TBD
- October 12-Community Yard Sale from 8 am to noon. Owners are invited to sell from their own homes.
- October 23-Vaccines at the Clubhouse (more info in flyer below)
- **October**-Roca Roja Halloween Party. More information to come.
- October 31-Driveway Trunk or Treat. Trunk or Treat will not be held in the Clubhouse parking lot this year. The

- Social Commitee has asked that owners participate in their driveways to allow children to trick or treat to multiple homes appreciating the effort that goes into the decorating.
- **November 9**-Friendsgiving in the Clubhouse. More information to come.
- **December 8**-Brookgreen Gardens-Night of a Thousand Candles. Reach out to the Social Committee for more information.



### All You Want to Know About Heather Glen's Ponds & Fountains

Please plan to attend September's Grounds Committee Community Meeting. A representative from Lake Doctors will be present at this meeting!

WHEN: Wednesday, September 18, 2024 TIME: 6:30 pm WHERE: Heather Glen Clubhouse

Please come prepared to discuss and share your questions and concerns regarding the Community's ponds & fountains.



## \*\*\*\*



### WE'RE BACK!!

Adult classes (21+) Learn the fundamentals of tap in a supportive, non-judgmental environment Great exercise for body and brain! NO FEE

Weekly, beginning September 19, 2024 Upstairs in the clubhouse 2 Class levels: Beginner (no previous experience): 10:00am - 10:45am Intermediate (some knowledge of tap fundamentals): 11:00am- 11:45am

For more information email Marcia: missmarcia@snet.net

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## ON-SITE VACCINE CLINIC

## \*No Cost Vaccines

## Stop by at your convenience!

Available Vaccines: Flu Covid RSV Shingles Tdap Pneumonia

Please bring your ID, prescription insurance cards, and completed consent form.

For any questions about the event please email Laura@mypharmacyandoptical.com

\*No charge with valid insurance.

Wednesday, Sept 25 9AM - 5PM

Wednesday, Oct 23 9AM - 5PM

## The Clubhouse

Sign up is requested but is not required. Blank forms will also be available at the event.



Click QR code for Vaccine SIgn Up/Consent Form YOU'RE INVITED! FALL LAWN & GARDEN TIPS

Date: Monday, Sept 30th Time: 6:30 pm Location: Heather Glen Clubhouse Hosted by: Heather Glen Garden Club Guest Speaker: Brad Fowler



Brad Fowler is the Urban Horticulture Agent & Master Gardener Coordinator fo Horry & Georgetown counties. Prior to working for Clemson Extension, he worked as a horticulturist for Brookgreen Gardens and as the manager for a local landscape company. He has a strong interest in helping homeowners and landscape professionals learn & maintain proper horticultural practices.





Below is an overview of all ponds located in Heather Glen. Please familiarize yourself with what pond number your home is affiliated with. When reporting fountain outages, pond concerns, etc. it is imperative that a pond number is referenced. Without this information, it is very difficult to determine where an issue is occurring. Lake Doctors responds to service calls based on the pond number, not your address. If the incorrect information is given regarding the pond number and an issue cannot be found, the HOA will still be charged a service call for coming to the property. There are numerous ponds and fountains throughout Heather Glen to check, so as much information as we can provide when scheduling a service call is appreciated!

### At no point should any unauthorized person be resetting fountains, breakers, controllers, etc. These controllers are

the property of the HOA. There has been reported vandalism to controller boxes in the community, resulting in fountains being shut down until repairs to these boxes can be completed. Unnecessary repairs and service calls for these boxes costs the HOA money. These boxes are kept locked for the safety of the community and any damage done to these boxes may result in legal action and law enforcement involvement.

Please reach out to Elise Uzmack, <u>euzmack@associatedasset.com</u>, if you have any questions.

Thank you!



- Front Entrance Water Feature-The feature was struck by lightning during a thunderstorm prior to Hurricane Debby. After inspection, troubleshooting and attempted repairs to no avail, the HOA has filed an insurance claim to recoup the cost of the replacement of the pumps, controllers, electrical elements and vault features. These repairs have been approved and should be completed in 4-6 weeks. The HOA will be covering the cost of the parts and waiting on the insurance funds to reimburse the HOA for the work performed.
- **Pond <u>4</u> Hepburn end**-New panel was installed and locked. Fountain was refired, but seems to be

experiencing amperage issues. The motor may need repair. This is thought to be a direct result of the panel being reset. The fountain has a safety feature to trip the GFCI when there is a concern with electrical surges. When the fountain is refired without being tested properly it can burn up the motor. The cost of repair to the panel was nearly \$1200 that the HOA has to pay for. Repairs to the motor are much more costly. NO ONE should touch any controller for any fountain or irrigation. These boxes are locked for safety and should not be tampered with.

- <u>Pond g</u>-fountain has been returned from the manufacturer following warranty repairs. Lake Doctors will be placing the fountain in the water once the electrical issues are resolved by Santee Cooper.
- **<u>Pond 10</u>**-fountain is waiting on power meter.
- **Pond 11**-fountain is down for repairs.
- **Pond 14**-fountain has been pulled for repairs
- Pond 15-fountain has been pulled for repairs
- <u>Pond 17</u>-pond conditions and vegetation are causing the pump to clog. This pond was cleaned, and the fountain will be refired. Lake Doctors will continue to monitor to ensure proper function.
- <u>Pond 20</u>-showing issues with the epd breaker on the electrical panel. This panel has also been broken into and will require replacement. The fountain has been turned back on and will be monitored by Lake Doctors.
- **<u>Pond 22</u>**-fountain should be reinstalled next week.
- <u>Pond 28</u>-needs a nozzle replaced to spray properly. Should be repaired next week.

# COMMUNITY PONDS WHY DO WE NEED THEM?

To collect runoff from our impervious surfaces. Stormwater ponds are designed based upon the amount of impervious surface in the area. Prior to becoming a community, the land where your home is located consisted of soil and vegetation. During rain events, water was absorbed into the ground . Now that the land has been developed, impervious surfaces have been added. Impervious surfaces are surfaces that water is unable to penetrate. These surfaces include but are not limited to roadways, driveways, sidewalks, rooftops etc. Since the water in these locations is not able to soak in, it turns into runoff and makes its way to your stormwater ponds.



To trap pollutants. As water turns to sheet flow and enters our stormwater ponds, it picks up pollutants along the way. These pollutants include but are not limited to motor oils, gasoline, fertilizers, ant killer, asphalt from shingles, goose and duck feces etc. Now that these pollutants are in our stormwater ponds, the ponds are designed to slow down the water. They slow the water down in order to provide the pollutants enough time to drop out of suspension in the water column and sink to the bottom of the pond. The goal here is to trap the nutrients/excess pollutants within the pond so that clean water runs down stream. This process can be seen during rain events. When we receive a rain event, the pond water level is going to rise. Once the rain event concludes, it is normal for water levels to be elevated. At this time, the excess nutrients/ pollutants are dropping out of the water column. Within 24-72 hours the water level should drop back down within normal levels. At this point, your pond has successfully treated the water and prevented pollution in our downstream waterways.

## HEATHER GLEN IS A DEVELOPER CONTROLLED COMMUNITY

## What is a Developer Controlled Community?

by Katie Vaughan on Mar 9, 2021

The term 'developer-controlled community' can be confusing for homeowners, potential buyers, and even HOA board members. The confusion lies in control rights as bare pieces of land are being transformed into communities with more homes or units. At the beginning of land developments, the developer owns every unsold unit and has exclusive control of the association. As more homes complete and more owners join the association, it can be a while before the developer transitions control to the homeowners as parts of the community may still be under construction.

The developer can also appoint the Board of Directors, which usually includes those in their offices working on the project. In some cases, they will partner with management companies, like AAM, to help manage the community until it transitioned. These affairs range from physical aspects to financial and administrative issues such as holding annual meetings and enforcing deeds. While some find it challenging to live in a developer-controlled community, where the board is not owners in the community, it's all about communication and understanding. In this article, we'll discuss the issues that pertain to developer-controlled communities and what it means.

As long as construction is still occurring and a large part of the community is unsold, the HOA and community itself are still under developer-control. It means that the board of directors for the association is made up of those appointed by the developer and are not elected homeowners as is standard in completed communities. The developer first establishes the Community Association, creating the first governing documents, CC&R's and other establishing documents. They will also create an operating budget with reserve funds, tax filings and may appoint a third-party Management Company to assist in the community's day-to-day management. A developer's powers determine by weighted votes, which determines by lots. In the beginning, homeowners aren't as involved in budgets when the HOA board is developer-controlled. In many cases, homeowners invite to share their ideas or concerns with the developer-controlled board through the management company.

Different states have different laws regarding community associations controlled by developers and how much they must involve homeowners. If you live in a developer-controlled community or think of moving to one, it's probably wise to discuss the essential matters with your real estate agent. You can discuss with the Community Association Manager, who may provide additional clarification on the developer's control and when the community will transition it in many cases.

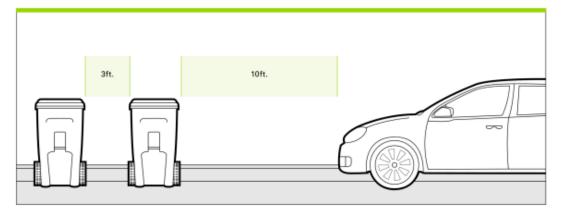
### **Owner Controlled Communities**

Transitioning from a developer-controlled community to an owner-controlled board depends on governing documents. These documents detail developer tenures and other governing laws. For example, the bylaws may dictate that the developer's control over the board ends when 75% of the homes sell for a higher percentage. Some may dictate that developer control ends after five years. Others may determine tenure periods by time and the percentage of sold homes. Once these

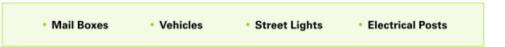
requirements meet, homeowners will be in charge of electing their board under the Governing Documents established by the developer.

The transition from developer-controlled to owner-controlled can be challenging for any community, but significantly larger master-planned communities share luxury common area amenities. Before electing owners to serve as board members, the community's owners must understand and know what the board members will be responsible for to make an informed voting decision.

## HOW TO BEST PLACE YOUR CONTAINER

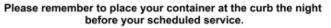


Please remember we don't want to damage your property, so be sure to keep your container AT LEAST 10 FEET AWAY FROM:



The container opening must face the street with the handles and wheels facing your home. See below for the best placement of your container.

Street		Street
Container(s)	Driveway	Mailbox





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With the increased home occupancy, please be sure that your trash containers are being placed correctly to ease the pickup process and not inhibit flow of traffic. They should not be placed in the street or block driveways. Please put all refuse in the bin, anything left on the outside of the container will not be picked up.

For bulk disposal, please utilize the Horry County Recycling Center.

We appreciate your cooperation!



## THE POOL IS OPEN! Expected closure for the season on 10/28/24

**A Few Pool Reminders:** 

- Please do not reserve chairs/tables while you are not using them. Chairs and tables are available on a first come, first serve basis. When they are not in use, they should remain available for all owners to have the opportunity to use them.
- If you see something **ILLEGAL** please contact law enforcement at the time of the incident.
- **No glass** is permitted inside the pool area. Food is permitted on the deck ONLY. It is not permitted in the pool at any time.
- Per the DHEC permit, the pool is open from 8 am until dark. Night swimming is absolutely PROHIBITED!
- Pets are not permitted in the pool area. Service animals trained to perform specific duties are permitted with proper identification. Emotional Support Animals are not permitted.
- Children under 16 are not permitted in the pool, spa or pool deck without a parent or legal guardian.
   Children left unattended will be asked to leave the pool area.



Please keep the gym doors closed and secure at all times. This area should only be accessed by owners and guests with authorized amenity cards. The doors need to remain closed for the safety of the owners using the gym, protection of the equipment from unauthorized use and potential damage, and to protect the Association from any liability should an accident occur by someone without authorization to enter this area.

Please <u>do not</u> drop the weights on the gym floor. This floor is not designed to withstand the substantial weight being dropped. The noise is also very bothersome to owners using the Clubhouse for events.Violators of this request will be asked to leave the gym. Thank you for your cooperation!

If you have any questions or concerns, please reach out to Elise Uzmack, <u>euzmack@associatedasset.com</u>

Thank you!

## Architectural Review Committee (ARC)

Several Owners have submitted ARC applications for exterior changes to their homes. This process can take up to **45 days** from the date of receipt of the completed application. This means the application is correctly filled out, signed and includes a plot plan marked with the exterior changes on the property.

This is the busiest time of the year for ARC applications, and they do take time to upload, review and process response letters. You should not schedule **ANY** contractors until you have obtained HOA approval. If in the event that you are not approved for the exterior change, you will need to bring the property back to its original state prior to project completion at your expense.

If you have any questions about the process or are looking for an update on your submitted application please reach out to Elise Uzmack, <u>euzmack@associatedasset.com</u>

Thank you!

Heather Glen is a covenant restricted community and as a homeowner within the community you agree to follow the Governing Documents, By-laws and Rules & Regulations set forth by the Association.

As a reminder, regular compliance inspections are performed, and homes found to be out of compliance will be issued notices for corrective action. If that action is not corrected, it may result in fines and amenity access revocation. Below are some reminders of items that the inspector will be documenting. As a reminder, all lawn maintenance in the Townes is covered by the HOA.

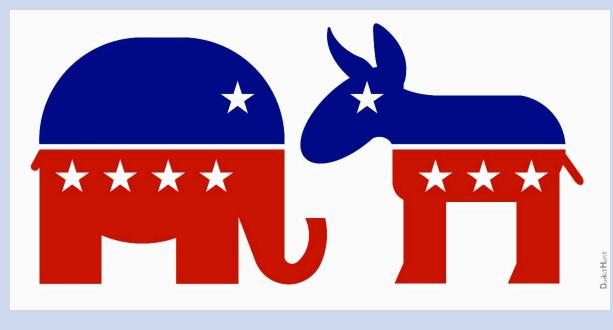
- Be courteous of your neighbors. Actions such as loud music, loud vehicles, noxious odors, etc. are not permitted per the Governing Documents and will result in violation letters and potentially fines.
- All rentals should be for no less than 12 months, and leases are to be provided to the HOA Management team. <u>No</u> <u>short term rentals or Air BNB are permitted.</u>
- Garbage cans should be kept out of sight either in an enclosure or in the garage. Owner garbage cans are not to be used by the community. These cans are private property of the individual owner. DO NOT DISPOSE OF PET WASTE

- IN OTHER OWNER'S CANS. There are doggy waste stations throughout the community.
- Grass clippings should be properly disposed of, they are not to be pushed in the community ponds at any time.
- No RV or trailer parking is permitted on streets, in driveways, etc. Please reach out to Management if you need to utilize the Clubhouse parking lot for guest or RV parking. Limited parking at the Clubhouse is permitted, only with prior management approval.
- No political flags, signs, etc. are permitted except 30 days prior to an election and must be removed within 7 days following the election. This pertains to local, primary and federal elections.
- Lawns are to be maintained regularly with grass cut, weeds removed, and plants/trees trimmed as needed.
- Parking in driveways only. No on street or grass parking permitted. This pertains to bus stop areas as well.
- No signs are permitted advertising a business, home rental, sales, etc.
- No commercial vehicles parking on private property. No business should be conducted out of a home in Heather Glen.
- ALL exterior changes require prior approval from the ARC.
- Excessive or offensive lawn art is not permitted.
- All tools, toys, bikes, sporting equipment, storage, etc. should be out of sight when not in use.
- Pet waste should be cleaned up in both front and rear yards.

If you have any questions, please reach out to Elise Uzmack at <u>euzmack@associatedasset.com</u>

Please refer to the Heather Glen governing documents for an outline of what is not permitted within the community.

We appreciate your cooperation!



We are entering the fall election timeframe and as such will begin to see political paraphernalia around the community and our local roadways. As a reminder political flags, signs, etc. are not permitted to be displayed in Heather Glen outside of the permitted timeframe as spelled out in the governing documents. Owners displaying these items outside of the permitted timeframe will be asked to remove them. Noncompliance may result in additional notices and/or fines. Neither Heather Glen HOA, DR Horton, nor AAM endorse any political party. With that being said, the governing documents do not limit the political party paraphernalia that is permitted, only the timeframe it

can be displayed. The excerpt from the governing documents is below.

### We appreciate your cooperation.

**SIGNS**. **Please reference Section 4.3.3-**"Signs" in the CC&Rs regarding the display of real estate and political signs. The display regulations are listed below. Political/Civic Signs. Temporary political signs are allowed on private property subject to current Horry County and/or Town political display ordinance. Political flags and signage will be permitted only if they adhere to these ordinances as they pertain to allowable type, quantity, size, length of time and manner of placement. If there is no ordinance in place, the following guidelines are adopted for political signs and flags. The Board encourages any political signs be placed no earlier than thirty (30) days before an election, run off, primary or referendum. All political signs must be removed from the property within seven (7) days of such event as mentioned above. Political signs shall have a maximum size of nine (9) square feet, with a maximum height of five (5) feet from the top to ground level.



There has been an influx of pigeons and other birds reported in Heather Glen. These animals are arriving due to several owners feeding these animals. As a reminder, feeding the wildlife, waterfowl and such is strictly prohibited by the Heather Glen governing documents. These actions are also prohibited by SC DNR. Please cease all feeding of the wildlife in Heather Glen. Owners found in violation may be assessed fines for the removal of the wildlife.

The process to remove these animals costs your neighbors thousands of dollars and is not only a nuisance but is also very unsanitary.

## **CLUBHOUSE CALENDAR**



Current calendar is updated on www.heatherglen.org

### AS A REMINDER: Deposits will be forfeited if the Clubhouse is not left clean, furniture is not returned to it's original position, or if there is any damage to walls, furniture, lights, appliances, etc.

Please review the calendar either in person or online to check availability for use, but do not assume that the Clubhouse is available without confirmation from management. If you have any questions, please reach out to Elise Uzmack at <u>euzmack@associatedasset.com</u>



All reservation requests need to be confirmed through Elise Uzmack, AAM.

All reservations are subject to availability. Use of the Clubhouse is not guaranteed unless it is confirmed. Please do not assume the Clubhouse is available.

Thank you for your cooperation!



There is no street parking permitted throughout Heather Glen per Article 4.3.7 of the Covenants, Codes & Restrictions. A violation policy is in place for noncompliance. Continued

noncompliance will result in fines being assessed on the owner's account.

## Thank you for your cooperation!

## **Question:**

If your house here,

...or your is on fire grandma is having a heart attack here...



## ...how are we supposed to get a fire engine or ambulance to the scene?

Horry County Fire Rescue



### Women's Meet & Greet-

Heather Glen has a women's only group! Next meeting is scheduled for September 10, 2024, from 6:00-7:30pm in the Clubhouse. For more information, please contact Shirley Anderson at 814-528-4885 or join the Heather Glen Women's Group on Facebook.

### Heather Glen Car Club-

This group is for car enthusiasts. If interested, please reach out to Erich Schmid at ekschmid45@yahoo.com.



Dogs should be kept on leashes at all times when out in the neighborhood, regardless of the time of day.

Please be courteous and do not allow your dog to approach other owners, dogs, walkers,

etc. Even highly trained dogs can be unpredictable.

The community dog park is the only area in the neighborhood an unleashed dog is permitted.

Thank you for your cooperation!



This remains an ongoing issue. Unattended minor children have been caught using the Heather Glen fitness equipment and the pool/spa without supervision. Any injuries that may occur will be the sole responsibility of the owner/parent affiliated with the child using the Amenity Access card. The Heather Glen HOA is not responsible for any injuries or damages caused by owners/children violating this policy.

Children under the age of 16 are not permitted to use any of the Heather Glen Amenities without adult supervision at all times. This includes the gym, pool, spa, playground, and clubhouse. Owners caught violating this policy will have their Amenity Access revoked. Any damage caused will be assessed on the owner's account. As an owner, you are solely responsible for ALL actions of the person's you trust to use your Amenity Access card.

These facilities are monitored by access devices as well as security cameras. **Unaccompanied minors will be asked to vacate these areas.** If necessary, proper law enforcement may also be contacted.



Welcome to our new residents!

If you are interested in receiving information on upcoming social events, please send your email address to the Social Committee at <u>heatherglensocial@gmail.com</u>



Owners with questions as to the interior of their homes, home inspections or general home construction questions please reach out to DR Horton Warranty Team via <u>Warranty Request Page (drhorton.com)</u> All interior or individual home questions should be directed to DR Horton or your sales agent.

Any common area, amenity, assessment or HOA questions please reach out to Elise Uzmack with AAM at <u>euzmack@associatedasset.com</u>

Thank you!



## COMMITTEE CONTACT INFORMATION <u>&</u> <u>Meeting Information</u>

Committee Meetings are open to all members of the Association.

If you wish to be put on the agenda, please reach out to that committee in advance.

### Finance Committee

Chair – John Annunziata Email - <u>hgfinancecomm.jjannunziata@gmail.com</u> Meeting Location: Clubhouse Next Meeting: October 3, 2024 6:00 pm

<u>Grounds Committee</u> Chair - Kim Cooke Email – <u>HeatherGlenGrounds@gmail.com</u> Meeting Location: Clubhouse Upcoming meeting: September 18, 2024 6:30 pm

### Pool Committee

## POOL NEWS

POOL Status: OPEN

SPA Status: OPEN



### <u>Clubhouse</u> <u>Rental</u>

If you are interested in reserving the clubhouse, please click <u>here</u> for the use agreement and requirements.

### AAM RESOURCES

Community Manager

- 843-945-7012
- <u>E-mail</u>

Chair – Michael Campbell Email - <u>HGPoolGroup@gmail.com</u> Meeting Location: Clubhouse Next Meeting: October 7, 2024 6:30 pm

### Social Committee

Chair - Matty Barone Email - <u>heatherglensocial@gmail.com</u> Meeting Location: Clubhouse Next Meeting: TBD

### <u>Clubhouse Committee</u> Chair - Jeff Pickens Email - <u>hgclubhousecommittee@gmail.com</u> Meeting Location: Clubhouse-Upstairs Next Meeting: September 26, 2024 6:30 pm

AAM All Access Smartphone & Tablet App

- <u>Apple App Store</u>
- <u>Google Play</u>

### Update Contact Info

• <u>Form</u>

#### **Governing Documents**

• <u>Website</u>

### TRASH PICKUP DAY IS <u>WEDNESDAY</u> WEEKLY



TRASH RECEPTACLES NEED TO BE PLACED OUT THE NIGHT BEFORE PICKUP DAYS.

ADDITIONAL PICKUPS FOR MISSED SERVICES WILL BE CHARGED TO OWNERS WHO DO NOT PLACE THEIR RECEPTACLES OUT IN TIME FOR PICKUP!



## **Upcoming Meeting Date**

The next Garden Club meeting will be held on September 17, 2024, at 6:30 pm in the Clubhouse.

Garden Club is open to ALL residents!

Please join us at the Clubhouse!

### AFTER HOURS COMMON AREA EMERGENCIES

Leave a message and our on-call team will call you back within 15 minutes to respond to your concern



## **AAM All Access App**

Residents that live in a community managed by AAM have access to our HOA mobile app, which equips our homeowners and Boards with pertinent account information wherever they are on any mobile device. The app features:

- Community Information, CC&Rs, Rules & Guidelines, FAQs
- Assessment balance & online pay options
- Compliance reporting, history and status
- Architectural requests, history and status
- Common area maintenance requests
- Change of address
- and other features in development!

Download the app at the <u>Apple App Store</u> or on <u>Google Play.</u>

Click Here To Visit Apple App Store

**Click Here To Visit Google Play** 

## **Assessment Payment Options**

Please note, the options below are available for your POA assessment payments.

Click Here For Information On How To Mail in your Payment with Your Invoice

Click Here To Visit Pay Once or Schedule Recurring Payments by Credit Card, Debit Card or eCheck (convenience fees apply)

Click Here To Set up Free BillPay Payments through Your Own Bank

In addition, you are welcome to drop off payments at our Myrtle Beach office located at 2411 N. Oak St. Suite 404E Myrtle Beach, SC 29577

If you have any questions, please contact Elise Uzmack with AAM at Euzmack@Associatedasset.com.

Elise Uzmack, CMCA Community Manager Euzmack@associatedasset.com 843.945.7012 (AAM Office Line) 866.553.8290 (AAM After-Hours) HomeownerResources.com



- A - A

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